

# Goal: ENVIRONMENTAL PROTECTION AND ENHANCEMENT

## Desired Community Condition(s)

Air, land and water systems protect health and safety.

## Program Strategy: CONSUMER HEALTH PROTECTION

56501

The Consumer Health Protection Division supports best practices and upholds the highest regulatory standards regarding the operation of Food, Swimming Pools, Noise Abatement, and Body Art.

Department: ENVIRONMENTAL HEALTH

### Service Activities

Consumer Health Protection

### Strategy Purpose and Description

The purpose is to support safe and effective operations in food, swimming pool/spas, and body art.

All of the service activities of Consumer Health Protection are designed to protect the health of the citizens and visitors in their daily activities, whether it be eating out, swimming in a public pool, or expressing themselves through body art.

For a variety of reasons, food borne illnesses have historically been under reported. Through our risk based inspection programs, we strive to reduce those conditions that could lead to a food borne illness. However, with increased consumer awareness of how to report an illness, it is likely that the number of reports received will initially increase.

CHPD's Food Program through interventions strives to reduce those conditions that could lead to a food borne illness. However, with staffing shortages and increased consumer food safety awareness, the number of reports received may increase.

People utilizing the pools and spas at fitness centers, hotels/motels, and apartments are put at risk by the illnesses and injuries posed by such facilities. Routine inspections, as well as the requirement that all public bathing facilities have a certified pool operator, will greatly reduce the potential for illness or injury at these facilities.

As Body Art continues to grow in popularity, the threat of contracting a potentially life-threatening disease such as HIV and Hepatitis B and C increases.

Visible infections at the site of the procedure are usually readily apparent and can be tracked through use of a well-publicized reporting system. Detection of transmission of blood borne pathogens cannot be done, as it would be necessary to do pre- and post-screening on both the operators and clients to determine the rate of infection acquisition.

The Environmental Health Department is responsible for enforcing the Noise Ordinance. Improved public protection can be realized through responses to complaints as well as proactive activities such as noise modeling and education. Due to resource limitations, most complaints are responded to by letter rather than in person. Passage of the revised Noise Ordinance, addresses additional areas which we may receive complaints. Also due to public education # of complaints maybe higher initially.

### Changes and Key Initiatives

The Consumer Health Protection Division demonstrated its commitment to professionalism through national certification of the Environmental Health Specialists II (EHSII) in obtaining Certified Food Safety Professional (CFSP) and Certified Pool Operators credentials.

We will continue improvement of our processes through customer input, relevant measures, and enrollment in the FDA Recommended Retail Food Regulatory Program Standards program.

The implementation of the new data management system (Envision) in FY03, in conjunction with Treasury, continues to improve CHPD's ability to manage, track and respond effectively to service requests from the food, pool, body art industries and, the public at large.

### Priority Objectives

#### Input Measure (\$000's)

2001	110	110 GENERAL FUND	1,094
2002	110	110 GENERAL FUND	1,094
2003	110	110 GENERAL FUND	939
2004	110	110 GENERAL FUND	978
2005	110	110 GENERAL FUND	1,004

<i>Strategy Outcome</i>	<i>Measure</i>	<i>Year</i>	<i>Project</i>	<i>Mid Year</i>	<i>Actual</i>	<i>Notes</i>
To prevent the occurrence of food borne illnesses in persons patronizing food establishments within Albuquerque	NUMBER OF REPORTS CATEGORIZED AS AN IMMEDIATE PRIORITY (ACCORDING TO CRITERIA, THOSE MOST LIKELY TO BE A VALID FOODBORNE ILLNESS)	2001			13of 98	
		2002	16of180			
To prevent the occurrence of food borne illnesses in persons patronizing food establishments within Albuquerque		2003				
		2004	45			
	NUMBER OF FOODBORNE ILLNESS REPORTS CATEGORIZED AS AN IMMEDIATE PRIORITY OR, MOST LIKELY TO BE A VALID FOODBORNE ILLNESS.	2005	45			

<i>Strategy Outcome</i>	<i>Measure</i>	<i>Year</i>	<i>Project</i>	<i>Mid Year</i>	<i>Actual</i>	<i>Notes</i>
Reduce the incidence of illness and injury to persons using public pools and spas.	THE NUMBER OF ILLNESS AND INJURY REPORTS.	2001	na		0	0 reports of illness or injury
		2002	0			0 reports of illness or injury
Reduce the incidence of illness and injury to persons using public pools and spas.		2003				

2004

THE NUMBER OF  
ILLNESS AND  
INJURY REPORTS

2005

10

Strategy Outcome	Measure	Year	Project	Mid Year	Actual	Notes
Limit the risk permitted of acquiring an infection as a result of having a procedure in a permitted Body Art establishment.	NUMBER OF REPORTS OF VISIBLE INFECTIONS	2001	na		1	
		2002	0			
		2003				
		2004				
Limit the risk of acquiring an infection as a result of having a procedure done in a permitted Body Art establishment through distribution of informational materials, and the permitting of operators.	NUMBER OF REPORTS OF VISIBLE INFECTIONS ASSOCIATED WITH PERMITTED BODY ART ESTABLISHMENTS.	2005	0			

Strategy Outcome	Measure	Year	Project	Mid Year	Actual	Notes
Limited negative health effects resulting from exposure to excessive levels of noise.	OVERALL NOISE COMPLAINTS.	2001	na		200	
		2002	200			
		2003				

Strategy Outcome	Measure	Year	Project	Mid Year	Actual	Notes
Improve the abilities of food service establishments to provide a safe, wholesome product.	<i>The percentage of facilities having a reduction of repeat CDC major violations.</i>	2003	Baseline	Still being de		
		2004	25%			<i>Due to any number of factors, a restaurant can have major violations which are marked during a routine inspection. However, through a variety of techniques, such as education and enforcement, the Environmental Health Specialist will try to give the restaurant workers the tools to prevent this violation for re-occurring. This parameter will be compared to the baseline developed in FY03.</i>
	<i>Number of facilities requiring a compliance schedule.</i>  <i>Number of facilities receiving an unsatisfactory grade.</i>	2005	less than 100			

Strategy Outcome	Measure	Year	Project	Mid Year	Actual	Notes
Provide effective support in the operation of pools and spas.	<i>A reduction in the number of pools receiving repeat operational suspensions.</i>	2003	Baseline	Still being de		
		2004	25%			<i>It is incumbent upon the Environmental Health Specialists to accurately record the conditions of the pool at the time of their inspection and take appropriate enforcement action, if necessary. However, as a result of this action, accompanied by additional training and informational materials that the Specialist can give to the operator, the number of repeat suspensions should be reduced.</i>
	<i>Reduce number of pool complaints</i>	2005	25% less			

<i>Strategy Outcome</i>	<i>Measure</i>	<i>Year</i>	<i>Project</i>	<i>Mid Year</i>	<i>Actual</i>	<i>Notes</i>
Improve the abilities of food service establishments to provide a safe, wholesome product.	<i>The number of food service workers employed in facilities categorized as High Risk who have received Basic Food Service Sanitation training.</i>	2003	25% of emp	Ordinance n		
		2004	25% of emp			<i>Studies nationwide indicate that an educated workforce contributes significantly to a reduction in food preparation violations and, in turn, a potential reduction in foodborne illness. By focusing on High Risk establishment employees, we will be targeting workers who prepare food for the most susceptible populations.</i>

<i>Strategy Outcome</i>	<i>Measure</i>	<i>Year</i>	<i>Project</i>	<i>Mid Year</i>	<i>Actual</i>	<i>Notes</i>
Provide effective support in the operation of pools and spas.	<i>Percentage of seasonal facilities opened on the initial inspection.</i>	2003	Baseline	Still being de		
		2004	25%			<i>If a seasonal pool is able to open on the initial inspection, it may indicate that the staff has done an effective job in imparting information in the Certified Pool Operator classes, and conveying information in the pre-opening inspection materials that are sent to each pool operator.</i>

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**Goal:** ENVIRONMENTAL PROTECTION AND  
ENHANCEMENT

**Parent Program Strategy:** CONSUMER HEALTH PROTECTION

**Department:** ENVIRONMENTAL HEALTH

**Service Activity:** Consumer Health Protection

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***Service Activity Purpose and Description***

Services are provided in the areas of food, swimming pools and spas, and body art establishments. The service activities are designed to protect the health of the public by supporting best practices and upholding the highest regulatory standards in these areas. The focus of service in these programs is delivered within four tracks: EDUCATE, through community outreach, informal training at facilities, and staff development; IDENTIFY, which includes data gathering, consultations/plan review, and regulations interpretation; ASSESS, compliance improvement opportunities which may include food handler training, HACCP reviews, and inspections; and ADDRESS, through inter-agencies partnerships, corrective actions, and recognition.

As one "tool" towards our mission of providing an environment where food establishments can attain their best practices, we have recently implemented the use of compliance improvement plans for establishments with chronic operational problems. The use of these plans should enable the operator to gain a better understanding of the problems in the establishment, the corrective actions that need to be taken, and the commitment from them to make the changes. As this is a new program, baseline data will need to be developed to determine if these plans are actually making a difference.

As part of our compliance with development of the FDA Recommended National Food Program Standards baseline, as well as our commitment to staff excellence, we will be conducting audits of each staff member. A high percentage of staff who are able to accurately recognize the foodborne illness risk factors will provide assurance that the inspections that are being conducted are identifying those factors which would most likely contribute to food borne illness in patrons. This is the second year that this audit will have been conducted.

Through continuation of our Certified Pool Operator program, distribution of informational materials prior to opening, and other techniques, we are hoping to increase the percent of pools that are able to open on the first inspection. This will enable the operator to give his patrons a safe swimming environment more quickly, and it will save staff from having to make numerous repeat inspections. FY04 will represent the second year that this has been evaluated.

Many restaurants have developed HACCP plans, which guide the operation of the facility and help ensure food safety. One function of the Environmental Health Specialists is to assess conditions in the kitchen. One method of doing this is to verify compliance with the facility's HACCP plan. A high percent of facilities who are following their plans indicates that the personnel understand the plan, that they have implemented the plan, and, in turn, diners at their facility should receive a high level of protection from food borne illness. A baseline will continue to be developed in FY04.

***Changes and Key Initiatives***

The Consumer Health Protection Division directs its efforts towards quality and continuous improvement. By responding to the needs of its customers, sharing national safety standards, partnering, and educating, we will provide an environment for improvement in the way facilities throughout the city operate.

A partnership driven Pool Operator/Manager training will be implemented to support a trained workforce.

An evaluation of the Envision data system effectiveness, in conjunction with Treasury, will be completed to determine timely availability of supportive, relevant data, evaluate programs, improve processes and measure service delivery.

The completion of the Food Program Baseline following FDA's Recommended National Retail Food Regulatory Program Standards, identified areas for improvement. In FY05, we will improve our product recall procedures based on our Ordinance and National Standards.

The development of our Web page will continue in order that we can provide timely, accurate, and relevant information to the public.

The Division is hoping to implement mandatory food worker/manager certification in FY04. The benefits of doing this have been proven nationwide. However, in order to do this, we will need a change in the ordinance, as well as the necessary infrastructure in terms of personnel and equipment to carry out this task. If the program is implemented, it is hoped that at least 25% of workers in High Risk establishments will be trained and certified the first year.

***Input Measure (\$000's)***

2002	110	110 GENERAL FUND	1,094
2003	110	110 GENERAL FUND	939
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2005	110	110 GENERAL FUND	1,004

### Strategic Accomplishments

Develop a notification system to inform food-establishment operators of the epidemiological investigation outcome with recommendations that may prevent the occurrence of related incidents.

Develop a quarterly publication to inform food, pool and body art operators of services provided by CHPD, industry trends and educational articles to increase understanding of compliance procedures.

<b>Output Measures</b>	<b>Year</b>	<b>Projected</b>	<b>Mid-Year</b>	<b>Actual</b>	<b>Notes</b>
# of body art establishments/operators inspected	2001				20 shops 90 operators
	2002	see notes			20 shops 90 operators
# of body art establishments/operators inspected	2003	see notes	ops, 15 oper		30 shops 132 operators
	2004	see notes			30 shops 132 operators
# of body art establishments/operators inspected. Based on FY03 33 facilities and 120 operators currently permitted.	2005	33 /120.			

<b>Output Measures</b>	<b>Year</b>	<b>Projected</b>	<b>Mid-Year</b>	<b>Actual</b>	<b>Notes</b>
# of certified pool operations	2001			900	
	2002	925			
# of certified pool operations	2003	925			
# of certified pool operations	2004	925			
Increase the # of certified pool operators through partnership with the TVI and pool industry. Total pool operators certified in FY03 848.	2005	900			

<b>Output Measures</b>	<b>Year</b>	<b>Projected</b>	<b>Mid-Year</b>	<b>Actual</b>	<b>Notes</b>
# of swimming facilities inspected	2001			690	
	2002	697			
# of swimming facilities inspected	2003	664	134		
	2004	670			
# of swimming facilities inspected. As per Ordinance, one inspection per year is required.	2005	670			

<b>Output Measures</b>	<b>Year</b>	<b>Projected</b>	<b>Mid-Year</b>	<b>Actual</b>	<b>Notes</b>
Food establishment inspections The risk-based food service establishment intervention protocol requires all high-risk establishments to have 3 interventions per year, the medium risk two interventions per year and the low one per year. FY/02 is projected to comply with that intervention protocol.	2001				HIGH 228
					MEDIUM 1,260
					LOW 910

	2002	see notes		<i>HIGH</i> 228 <i>MEDIUM</i> 1,260 <i>LOW</i> 910
# of food establishment inspections. The risk-based food service establishment intervention protocol requires all high-risk establishments to have 3 interventions per year, the medium risk two interventions per year and the low one per year. FY/03 is projected to comply with that intervention protocol.	2003	see notes	1400, 30.36%	<i>HIGH</i> 340 <i>MEDIUM</i> 1,301 <i>LOW</i> 989
	2004	see notes		<i>HIGH</i> 340 <i>MEDIUM</i> 1,301 <i>LOW</i> 989
# of food establishment inspections. In FY05 food service establishments categorized as high-risk will have 3 inspections per year; medium-risk two inspections per year and the low-risk one per year. As of midyear FY04 a total of 2,700 food establishments are permitted in Albuquerque.	2005	3,000		

<b>Output Measures</b>	<b>Year</b>	<b>Projected</b>	<b>Mid-Year</b>	<b>Actual</b>	<b>Notes</b>
The number of community outreach events/ training/media events provided and/or attended.	2003	Monthly	6		
	2004	Monthly			<i>Each month, a CHPD staff member will attend at least one event in which a presentation is given to the community on one of our services, we provide training to a group, or we develop or participate in a media program/event.</i>
The number of community outreach events/ training events provided and/or attended.	2005	quarterly			

<b>Output Measures</b>	<b>Year</b>	<b>Projected</b>	<b>Mid-Year</b>	<b>Actual</b>	<b>Notes</b>
The Environmental Health Specialists will provide training to the industry, both formally through scheduled classes and informally in the course of their duties in the field.	2003	Baseline	ne being devi		
	2004	Baseline			<i>The total number of hours staff spend in training activities has never been captured, so a baseline will be developed in FY04.</i>
The Environmental Health Specialists will provide training to the industry informally in the course of their duties in the field.	2005	25% of establishments			



<b>Quality Measures</b>	<b>Year</b>	<b>Projected</b>	<b>Mid-Year</b>	<b>Actual</b>	<b>Notes</b>
% of complaints responded to within 24 hours	2001			100%	
% of complaints responded to within 24 hours	2002	100%			
	2003	100%	100%		
	2004	100%			
Percentage % of complaints responded to within 24 hours that required additional interventions.	2005	% of total			

<b>Quality Measures</b>	<b>Year</b>	<b>Projected</b>	<b>Mid-Year</b>	<b>Actual</b>	<b>Notes</b>
Food - Increase the knowledge of food service worker.	2001	na			Scores on both tests should increase an average of 20 points.
Food - Increase the knowledge of food service worker.	2002	see notes			Scores on both tests should increase an average of 20 points.
	2003	see notes	nance not char		
	2004	see notes			

<b>Quality Measures</b>	<b>Year</b>	<b>Projected</b>	<b>Mid-Year</b>	<b>Actual</b>	<b>Notes</b>
Personal response rate of 20% or greater to noise complaints which are received.	2001			15%	
Personal response rate of 20% or greater to noise complaints which are received.	2002	25%			
Personal response rate of 50% or greater to noise complaints which are received.	2003	50%	> 50%		
	2004	50%			

<b>Quality Measures</b>	<b>Year</b>	<b>Projected</b>	<b>Mid-Year</b>	<b>Actual</b>	<b>Notes</b>
# of complaints	2001			595	
	2002	654			

<b>Quality Measures</b>	<b>Year</b>	<b>Projected</b>	<b>Mid-Year</b>	<b>Actual</b>	<b>Notes</b>
A customer satisfaction survey will be developed and administered to food establishment owners/operators.	2003	Baseline	ot yet develop		

2004 Baseline

*A customer satisfaction survey has not been previously undertaken by our Division. By administering a survey in FY04, we will be able to develop a guide from which we will be able to benchmark our progress in future surveys.*

A customer satisfaction survey will be developed and administered to food establishment owners/operators categorized as High-Risk establishments.

2005 Baseline

<b>Quality Measures</b>	<b>Year</b>	<b>Projected</b>	<b>Mid-Year</b>	<b>Actual</b>	<b>Notes</b>
There will be a reduction in repeat major violations in "on notice" establishments through implementation of compliance improvement plans.	2003	Baseline	100% complete		
	2004	Baseline			

<b>Quality Measures</b>	<b>Year</b>	<b>Projected</b>	<b>Mid-Year</b>	<b>Actual</b>	<b>Notes</b>
The percent of staff accurately identifying foodborne illness risk factors by risk based program category.	2003	Baseline	100%		
	2004	100%			

<b>Quality Measures</b>	<b>Year</b>	<b>Projected</b>	<b>Mid-Year</b>	<b>Actual</b>	<b>Notes</b>
The % of first time seasonal pool pre-opening inspections that result in the pool opening.	2003	Baseline	100% being developed		
	2004	25%			
The number of follow-up operational inspections required at monitored swimming pool facilities.	2005	Baseline			

<b>Quality Measures</b>	<b>Year</b>	<b>Projected</b>	<b>Mid-Year</b>	<b>Actual</b>	<b>Notes</b>
Identification of violations proprietary to temporary inspections, mobile units or other special events.	2005	Baseline			

<b>Quality Measures</b>	<b>Year</b>	<b>Projected</b>	<b>Mid-Year</b>	<b>Actual</b>	<b>Notes</b>
The percent of facilities in compliance with their HACCP plans of record.	2003	Baseline	100% being developed		
	2004	1/inspector /year			

Number of facilities that have  
provided training for their employees

2005

Baseline